

LAYING THE GROUNDWORK

Ground transportation looks set to be significantly impacted by technology. *BBT* compiles key stats on this sometimes forgotten area of corporate policies

50%

of corporate travel policies allow employees to use ride-sharing services, such as Uber and Lyft

SOURCE: GBTA

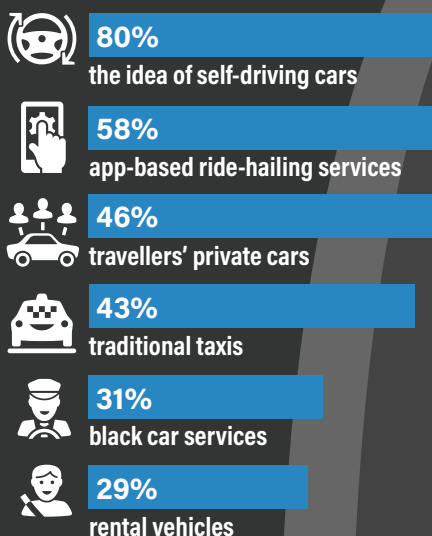


of travel buyers believe the user interface of a ground transport booking tool could drive cost savings and policy compliance

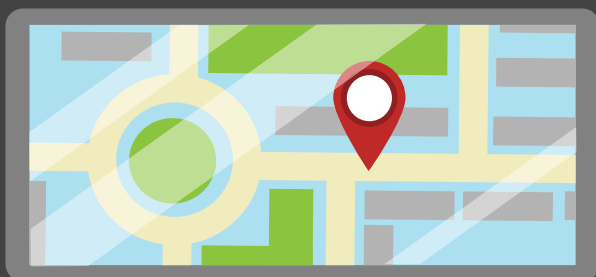
SOURCE: KDS, 2018

TROUBLED TRAVEL MANAGERS

North American travel managers have expressed concern about various types of ground transportation, including:



SOURCE: GBTA ONLINE SURVEY OF 176 NORTH AMERICAN TRAVEL MANAGERS



MILES AHEAD

A survey of 1,130 managers with the authority to approve expenses found a worrying trend:



SOURCE: SAP CONCUR



£168 million
was spent on mileage
reimbursement in the UK in 2017

SOURCE: SAP CONCUR

Research shows outdated mileage and expense processes may be to blame for disinterest from managers

83%

of companies are using paper-based claims processes

56%

of employees take up to six days to request reimbursement

75%

of staff complete mileage claim forms during work time

SOURCE: SAP CONCUR

FEMALE TRAVELLERS

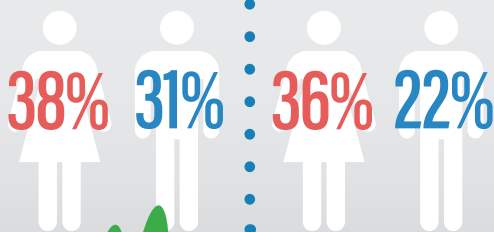


A survey of European business travellers found women are more concerned for their safety when using a taxi or ride-sharing car than their male counterparts

Travellers are concerned when:

Using a ride-sharing service

Using a taxi



SOURCE: CWT

SHIFTING GEARS

The use of ride-hailing services in the US has grown more than 60% in the past four years, while taxis and rental cars have seen a rapid decline

	Q1 2014	Q1 2016	Q1 2018
RIDE-HAILING	8%	46%	71%
RENTAL CARS	55%	40%	23%
TAXI	37%	14%	6%

SOURCE: CERTIFY Q1 2018 SPENDSMART REPORT

Uber accounted for **11%** of **50 million** expenses processed by Certify in North America in 2018

SOURCE: CERTIFY

\$3.1 billion

the amount Uber will pay to buy its Dubai-based rival Careem

SOURCE: UBER

\$218 billion

the predicted value of the global ride-sharing market by 2025

SOURCE: MARKETSSANDMARKETS

LOOKING AHEAD

More than two-thirds of travel buyers surveyed at the GBTA Conference in Berlin said they do not have sufficient visibility into ground transport costs from travellers' trips. Furthermore:

SOURCE: KDS, 2018

95%

believe having visibility into the total cost of a trip would be beneficial

54%

would prefer their travellers to book ground transportation through the same online booking and payment process as other travel options

31%

are not satisfied with the usability of online tools